

Customer Assistant Pay Plan (CAPP)

The Company will provide additional cash awards as provided in Article 11, Section 11.03 (Additional Cash Awards) and described herein for the Customer Assistant title.

The Company will have a Customer Assistant Pay Plan (CAPP) in place beginning for the fourth quarter of 2010 that will have quarterly payout opportunities through the second performance quarter of 2013.

Payouts to eligible Customer Assistants will take place as soon as practicable after the close of the performance quarter.

The CAPP will have four (4) performance criteria and one (1) attendance performance criterion as part of the total criteria for payouts.

Customer Assistants will be considered meeting the attendance criterion if they are not on a formal step of discipline on the last day of the performance quarter for their attendance.

The Company will establish performance criteria and metrics required for the CAPP one (1) week in advance of each performance quarter.

The performance criteria and metrics required for the CAPP will be set at the discretion of the Company and may change on a quarterly basis.

Customer Assistants must work 240 live production hours during the performance quarter to be eligible for any payout. Talk time, hold time, after call work and ongoing training as approved by the Company will be considered as live production hours for the CAPP.

Customer Assistants must meet two (2) of the five (5) criteria established by the Company to qualify for a payout. Customer Assistants must be on the payroll at the time of any payout to receive such a payout.

The payout schedule for employees with less than 24 months of continuous service at the beginning of the quarter is:

Meeting 2 of 5	Meeting 3 of 5	Meeting 4 of 5	Meeting 5 of 5
\$100	\$250	\$350	\$500

The payout schedule for employees with 24 months or more of continuous service at the beginning of the quarter is:

Meeting 2 of 5	Meeting 3 of 5	Meeting 4 of 5	Meeting 5 of 5
\$150	\$300	\$500	\$700

Payments will be subject to taxes as required by applicable law.

Union dues will be deducted in a prorated amount from any payment.

Payments will not be applied or be eligible for pension calculation or savings plan deductions.

Any overtime re-calculation and required payment will be done as required by state and federal law.

Customer Assistants performing “team lead” functions during a performance quarter as compensated under Section 10.10, union representatives (see Section 2.02), and employees assigned to special projects by the Company who work less than 240 live production hours because of the activities stated above in this paragraph will receive credit for meeting two (2) of five (5) criteria. In addition to the preceding sentence, if those referenced employees are not on a step of discipline at the end of the performance quarter for attendance they will be considered meeting three (3) of five (5) criteria for the payout.

The Company and the Union will establish a joint committee to review and discuss the results of the CAPP on an annual basis. The joint committee will be comprised of one (1) union representative from the International Union and two (2) union representatives from the unit. Time for the representatives from the unit will be paid under Article 2, Section 2.04 of the Internet Contract. The Company will have two (2) representatives on this joint committee.

If the number of Customer Assistants achieving a quarterly payout under this plan falls below 65% of the total eligible Customer Assistant population for two (2) consecutive quarters, the Company will meet and discuss the results with the joint committee referenced above. Any suggestions that require bargaining must be mutually agreed upon by the bargaining representatives of the Company and the Union.